Information Services Current Goals and Projects

MISSION
We are a strategic asset for UMKC’s missions of
- Teaching and Learning,
- Research,
- Service, and
- Economic Development.

2017 GOALS
- Infrastructure that delivers seamless, secure, reliable, anytime and anyplace user access
- User technologies and support that enhance and facilitate Teaching and Learning, Research, Service, and Economic Development
- Effective and efficient management of resources
- Accurate, understandable, and accessible communication, documentation and resource use
- Continuous improvement in services, facilities and professional development
- Further automation of campus procedures to increase our efficiency as a campus
  - Example: Graduation Application Process
- Investigate new sources of revenue to fund campus initiatives
  - Look at lifecycle replacement
  - Look at funding model for different activities
  - Identify maintenance costs for each room individually

FY2014 IS PROJECT LIST & POINT PERSON
- Campus New Construction/Renovation (MNL Classroom Addition, Bloch Hall Addition, Pharmacy MSU Expansion) – Guggenmos/Technology Management Services
- Encryption – Reisenbichler/Support Services & Malyn/Information Security
- Expansion of wireless coverage – Schonemann/Network Architecture
- ILE Classroom Lifecycle Upgrades – Guggenmos/Technology Management Services
- IPv6 Implementation – Malyn/Information Security
- VoIP rollout – Johnston/Infrastructure Services
  - 82% of phones have been replaced with IP phones in 92% of campus buildings
  - Cut over to IP trunks this year has cut cost by over 50%
  - Remaining buildings include: Medical School, 4747 Troost, University House, 4825 Troost and a number of University owned houses
  - Completion goal is by the end of the 2014 calendar year

FY2014 Shared Services Project List
- Accounts Management – Goodenow/Information Access
- Coordinate IT Planning & Budgeting – Carnett/Operations & Administration
- E-Portal – Goodenow/Information Access
- Establish Enterprise Architecture – Schonemann/Networking
- Establish & Empower a SPMO – Guggenmos/Technology Management Services
- Exchange 2011 Upgrade – Schonemann/Networking
- Improve Usability and Usefulness of Solution – Goodenow/Information Access
- ITSM – BMC Remedy Deployment – Reisenbichler/Support Services
- Restructure IT Across UM System – Fritts/CIO
- UM Network Architecture – Schonemann/Networking & Johnston/Infrastructure

Details on each of the above projects can be found in the individual sections for the responsible department.
Executive Summary

Information Services is a strategic asset for UMKC’s missions of teaching and learning, research, service and economic development. We continued to make progress toward our defined goals and this document details the progress we have made during the first two quarters of FY2014.

The Technology Management Services division of IS has been working with the Strategic Project Management Office (SPMO) to develop process templates including those for a Business Request, Business Case, Project Charter and Project Governance. These groups have also been working together to identify a project portfolio management tool to both streamline and organize the project process. One of the solutions, Clarity, was demoed for the group in December of 2013. That demo was successful and the team is now looking into options for securing that tool.

ILE lifecycle upgrades were also performed during this period. We invested approximately $117,000 in equipment and parts to keep the teaching environments running smoothly. This included both the regularly scheduled workstation replacement initiative for the PCs used in the classrooms but also an upgrade to the document cameras being used. The document cameras are now compatible with the recording software Tegrity that is used in the classrooms enabling instructors to include images from hard copy documents in their class recordings. During the Summer/Fall Semester 2013 utilization of Full ILE classrooms was roughly 28% higher than Non-ILE classrooms.

IT/AV installations in both the Miller Nichols Learning Annex and Bloch Executive Hall were completed during this period. The Bloch Executive Hall included a behavioral lab, a large auditorium, several tiered classrooms, 5 active learning classrooms, 14 student study rooms, 38 portable LCD carts, a video conferencing room, a two story media wall and finance lab. The Miller Nichols Learning Annex includes a 300 seat auditorium, two 200 seat classrooms that can be combined into one 402 seat space and two 106 seat classrooms. These projects were completed as a result of a collaborative effort between all IS departments as well as other campus departments such as campus facilities management.

Support for the new Bloch building began immediately after it opened. We signed a support agreement with the Bloch school to provide AV and desktop support in the new building.

Management of UMKC PEG cable channels has transitioned to other entities during the review period. KHEN “Higher Ed” is now managed by UMKC Communication Studies. KCEN “The K-12 Channel” is now managed by the Kansas City Missouri Public School District.

We have also been working on the design and planning for the School of Pharmacy/Missouri State University (MSU) expansion project. The project’s design incorporates IT/AV systems for 3 distance education classrooms, 2 conference rooms, 4 exam rooms and 3 student collaboration systems at the MSU location. The design also includes upgrades to HSB 5509 on the UMKC campus. This project will similarly require a collaborative effort between all IS departments as well as other departments on the UMKC campus and the MSU campus. As with the Miller Nichols Learning Annex and the Bloch Executive Hall...
Hall, the systems that were installed will require extensive support provided by all participating IS departments in the future.

Our Support Services division was working during this period to upgrade the student email system in tandem with other UM System campuses. The first upgrade in September provided students with a 25GB mailbox and also separated the SkyDrive content to a personal MS account. The second upgrade is being planned now and is scheduled for January 2014. This upgrade will provide students with an updated interface (it will look more like MS Office Outlook 2013 as opposed to the 2010 look and feel that it previously had). We have also started participating in planning discussions for Live@Edu to Office 365 conversion.

We have successfully negotiated and executed an MOU with the School of Biological Sciences (SBS) to provide support. A new Desktop Support Technician was hired and that school now receives dedicated support that is managed centrally by Information Services. In addition to the dedicated support personnel SBS will also receive the benefit of shared services (automatic firmware/software updates, backups, technician training, etc.).

Preparations for the workstation replacement program orders began during this period. We provided departments with a detailed inventory of their current stock and assisted them in identifying equipment that is out of warranty and needs to be replaced. We also worked with the vendors to acquire the best bulk discount available in line with the established System standards. We worked with IT liaisons and unit fiscal officers to answer questions about hardware models, ordering, funding eligibility, shipment, tracking and delivery specifics. This year, to date, IS has facilitated the purchase of over $950,000 worth of hardware and over $868,000 worth of software.

During the review period the Support Services Call Center responded to 14,413 support requests, resolving 11,402 requests and escalating 2,321 requests. The Call Center’s first-call resolution rate was 79%.

Microsoft’s SCCM, a key component in our asset management system was updated. This system, along with other custom applications is heavily utilized to manage computing assets and deploy software to campus Windows-based computers. The updated version includes some new features including new tools for managing Macintosh systems. In addition to completing the SCCM migration this fall, a large number of custom reports were improved and revised to work with the new systems.

Support Services and IS Security and Research worked with the Conservatory to configure JamLink hardware to facilitate a high-quality audio link between Kansas City and Denmark to allow a live performance between musicians in both locations.

During the fall of 2013 the Instructional Design group assisted the School of Dentistry with a complete overhaul of their portfolio structure and grading schema for three of their existing portfolios. Discussions are underway with the School of Nursing to develop their portfolios. Four new courses were
certified by the instructional designers during this period. This group is also hosting training sessions for faculty interested in developing online courses that meet the UMKC Online Course Design Standards as well as providing one-on-one support. In the fall of 2013 this group was moved out of IS and now reports to the Vice Provost for Online and Distance Education.

In the fall semester of 2013, Blackboard hosted 7,685 classes. The Information Access division also performed maintenance on our Active Directory to improve efficiencies and lower the cost to our campus.

Internal Applications (IA) implemented a new iOS and Android mobile app for the Student Union and a wellness app for the School of Medicine. IA also implemented a new mobile app called UMKC Attendance on the iOS and Android platforms. The app allows instructors to collect student attendance by having students check-in on their mobile device. Work has also begun on a mobile app for the Cashier’s Office. IA implemented a Research Resources website for the entire University of Missouri System and worked with the UM eCommerce team to test the new real time payment notification server.

The RooWriter website was launched by IA and multiple enhancements have been implemented since the launch. IA worked with International Academic Programs to launch Studio Abroad which coordinates all study abroad activities. The implementation of the On-Track/Off-Track application for student retention has begun. This group is extremely busy with a multitude of projects that they complete in addition to the routine maintenance and “bug fixes” that are required for this type of work.

The Data Warehouse completed the 2013 fall semester census processing and reporting, the summer semester 2013 degree review and degree load for advancement services and the 2013 Voluntary Support of Education (VSE) submission to mention just a few. This group is also responsible for completing external surveys for the campus including the Bloomberg Business School Survey, the UM News – Best Schools of Engineering/Education/Business Surveys, the College Board Annual Survey of Colleges and the Modern Language Institute (MLA) 2013 Fall Survey.

These special initiatives were all completed in addition to the regular support we provide the campus including: IT support for students on move-in day, making progress in the Infrastructure Services Division with the conversion to VoIP, producing video production and streaming events, security upgrades and other regular maintenance/upgrades/support necessary to sustain the needs of the campus.
Technology Management Services (TMS)

Establish & Empower a Strategic Project Management Office

**SHARED SERVICES PROJECT**

During this review period, great progress was made towards identifying and defining the tools and processes the SPMO will leverage going forward.

Notable accomplishments include:

- Maria DeSimio (Coordinator Business Affairs) was added to the UMKC Project Management Team.
- Project Portfolio Management Tool Selection
  - Initial reviews were completed. All campuses met with consultants from RSquared Consulting to help determine which tool might work best for UMIT. The consultant recommended CA Technologies’ Clarity PPM tool as a good fit. We are currently looking into options for securing this tool. Clarity was demoed for the team on 12/4/2013.
- Project Management Process Templates
  - UMKC SPMO reps worked on the “Initiation Team” to develop standard templates for a Business Request, Business Case, Project Charter and Project Governance. We are near final drafts in all areas with the exception of the project governance by the end of the calendar year 2013.
- There was a CIO face-to-face meeting in Columbia on 12/1/2013 to review the UMIT long range plan including inflight and future projects.
  - New projects added to the lineup include:
    - Data Center Consolidation Program
    - Telepresence Upgrades
    - Archiving Strategy
    - Faculty/Staff Email Strategy
    - Logging Service Analysis (Research)
    - iModules
    - Portfolio Management Tool
    - Video Solutions

**ILE Lifecycle/Maintenance & Repair Investments**

During this review period, $117,759.00 was invested in equipment and parts to keep the campus ILE classrooms and teaching environments up and running. This cost includes proactive lifecycle initiatives such as the work station replacement project designed to replace aging ILE computers, as well as reactive maintenance and repair initiatives such as replacing defective equipment, projector bulbs, batteries, damaged cabling, etc.
ILE Classroom Lifecycle Upgrades

**IS PROJECT**

During this review period initiatives 1 and 2 were authorized for completion from the prioritized table below.

**ILE Lifecycle Initiatives**

<table>
<thead>
<tr>
<th>Priority</th>
<th>Item Description</th>
<th>Qty</th>
<th>Cost</th>
<th>Total</th>
<th>FY</th>
<th>Initiative Description/Justification</th>
</tr>
</thead>
<tbody>
<tr>
<td>APPROVED &amp; FUNDED</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1</td>
<td>Workstation replacement for PCs in ILE rooms</td>
<td>9</td>
<td>$745.00</td>
<td>$6,705.00</td>
<td>FY14</td>
<td>This project includes replacing outdated PCs in a large number of ILE classrooms. This project is broken into three phases and is currently under way.</td>
</tr>
<tr>
<td>2</td>
<td>Document cameras upgrades</td>
<td>170</td>
<td>$870.00</td>
<td>$147,900.00</td>
<td>FY13/FY14</td>
<td>There are a number of ILE Hybrid rooms that do not have document cameras - this would make these rooms more similar to full ILE rooms regarding feature set. The project also includes updating existing ILE rooms with document cameras that are capable of being captured via Tegrity.</td>
</tr>
<tr>
<td>FUTURE – PENDING FUNDING</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Touch monitors w/annotation &amp; software</td>
<td>170</td>
<td>$1,200.00</td>
<td>$204,000.00</td>
<td>FY13/FY14</td>
<td>This would add the ability to annotate in ILE rooms creating the ability for the annotation to be captured in Tegrity.</td>
</tr>
<tr>
<td>4</td>
<td>Digital signal transport in ILE classrooms</td>
<td>170</td>
<td>$700.00</td>
<td>$119,000.00</td>
<td>FY13/FY14</td>
<td>The upgrade is required to make the conversion to complete digital. Though we are not ready to make the full conversion, this upgrade would give users a way to connect digital-only devices (laptops and tablets) in ILE classrooms. Once we make the full transition to completely digital, we would use this transport to feed all sources from the ILE desk to the projection system.</td>
</tr>
<tr>
<td>5</td>
<td>Select large auditorium upgrades</td>
<td>3</td>
<td>$60,000.00</td>
<td>$180,000.00</td>
<td>FY13/FY14</td>
<td>This upgrade would include updating some of our larger auditoriums (300 seat) to have better projection systems and sound systems that would more closely align with what</td>
</tr>
</tbody>
</table>
The upgrade project would include upgrading all ILE spaces with widescreen projection systems and projection screens to align with where the industry already is. This would eliminate odd scaling that occurs now when users try to use 16:9 content in 4:3 rooms.

The package would include replacing the primary video switching gear and associated connection cables to devices to complete the conversion to full digital.

TMS System Support Pool

The number of systems supported by TMS grows steadily every year with new construction and building renovations. During this review period, the number of supported systems increased to 339 due to the addition of 42 new systems. See the table below for the detailed breakdown by system type.

TMS System Support Pool (by system type)

<table>
<thead>
<tr>
<th>System Type</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Full ILE Classrooms</td>
<td>86</td>
</tr>
<tr>
<td>Partial ILE Classrooms</td>
<td>2</td>
</tr>
<tr>
<td>Hybrid ILE Classrooms</td>
<td>64</td>
</tr>
<tr>
<td>ILE - Conference, Seminar &amp; Training Rooms</td>
<td>6</td>
</tr>
<tr>
<td>Departmental ILE (class &amp; conference rooms)</td>
<td>96</td>
</tr>
<tr>
<td>Departmental AV Systems (Digital signage, recording systems, observation systems, portable carts)</td>
<td>85</td>
</tr>
<tr>
<td><strong>Total Systems Supported</strong></td>
<td><strong>339</strong></td>
</tr>
</tbody>
</table>

With the system support pool’s continued growth, we are working on a project to implement Extron’s Global Viewer software. This software (once fully implemented) will allow technicians to see all.
connected systems, quickly identify equipment failures, and guide troubleshooting and support responses. We are in the early stages of implementation with this software with only 15 rooms online, but plan to work towards additional growth during the coming review period.

**Continued Professional Development for Staff**

During this review period, the following professional development sessions were completed.

- All technical staff continues progressing on the Certified Technology Specialist (CTS) tracks through InfoComm. A majority of the technicians have completed the first phase and are preparing to start phase 2.
- Bloch IT part time and student staff were trained on the ITSM system.
- TMS staff completed FERPA training as part of the ITSM project.
- Bruce Waggoner began the CERT Emergency Response Training Series.

**Provide IT/AV Project Management Services and System Design Services for Campus New Construction/Renovation**

We completed the Miller Nichols Learning Center and Bloch Executive Hall installations during this period. These projects include very complex IT, AV and computing systems that will be supported by IS to varying degrees.

We have also been heavily involved in the design and planning processes for the Pharmacy MSU Expansion. A portion of this project has aggressive timelines which touch all IT departments requiring an intense amount of coordination and have little room/tolerance for not being completed on time as they are essential for students. The Missouri State University portion of the project has a more generous timeline allowing us to dedicate the appropriate amount of planning/design time required for projects of this complexity.

As we move forward, we will continue to improve system design, locking in infrastructure requirements and identifying/scheduling project tasks and durations to be included in the general contractors’ schedules.

**Individual Project Updates**

- **Bloch Executive Hall**
  - We completed this $2,850,000 Project which includes: a behavioral lab, a large auditorium, several tiered classrooms, 5 active learning classrooms, 14 student study rooms, 38 portable LCD carts, a video conferencing room, a two story media wall and a finance lab. We were heavily involved in the programming and design for this project over the last two years.
• Miller Nichols Learning Center
  o We have completed this $1,300,000 project which includes: (1) 300 seat auditorium, (2) 200 seat classrooms that can be combined into (1) 402 seat space and (2) 106 seat classrooms.

• Fine Arts 105 ILE
  o We completed the installation of a $7,886.65 departmental ILE system in Fine Arts room 105. This project included space renovations by CFM and new/revised data infrastructure from IS Networking and Telecomm.

• ILE Document Camera Upgrades
  o During this review period, we completed a project to replace aging document cameras in approximately 90 ILE classrooms with new units that would allow faculty to capture their document camera work with Tegrity. This project greatly enhances the value of the Tegrity recordings to students as they are able to review additional electronic resources for their studies.
- **Miscellaneous Projects**
  - During this period, we also completed several small miscellaneous projects which include the installation of a new touch panel for the Financial Aid Department conference room, the installation of a replacement content LCD monitor in the Cisco TelePresence Room and the installation of HDMI cabling for the Basketball coaches in Swinney Recreation Center.

- **ASU Campus Visit**
  - A group of UMKC employees visited ASU in early December to learn more about their Decision Theater in preparation for possibly integrating similar technologies in the new Free Enterprise Building being planned. From a technology perspective, we were able to identify areas for collaboration on software and gained a good understanding of the amount of time, equipment and support resources that were required to build the space and keep it functional.

- **Pharmacy Distance Ed Upgrades (MSU)**
  - The design work continues for the School of Pharmacy and MSU Pharmacy Distance Education project and is approximately 95% complete. The project includes 3 distance education classrooms, 2 conference rooms, 4 exam rooms and 3 student collaboration systems at the MSU location (approximately $1,300,000). Notable accomplishments during this period include a finalized voice/data plan, a new furniture plan, draft support agreement for the new UMKC space at MSU and a signed sublease for the building with MSU.
• Pharmacy Distance Ed Upgrades (UMKC)
  o Project includes upgrades to all SOP distance classrooms in the Health Sciences Building (approximately $375,000) as well as the MU campus. The first phase of HSB upgrades to room 5509 was completed over the holiday break this year.

Provide Advanced Technical Expertise/Services to UMKC Academic Units, and UMKC Departments

We have worked with several academic units and departments to design, install and, in most cases, provide ongoing support for several multifaceted AV and ILE systems. (See tables below for details)
## Completed Projects

<table>
<thead>
<tr>
<th>Project</th>
<th>Project Details</th>
<th>Est. Lifecycle Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>AC 101 Touch Panel</td>
<td>Replacement unit</td>
<td>$1,282.60</td>
</tr>
<tr>
<td>Bloch Executive Hall</td>
<td>Collaboration with Sextant on AV design for technology enhanced new building</td>
<td>$2,850,000.00</td>
</tr>
<tr>
<td>CTP Replacement LCD</td>
<td>Replacement TelePresence monitor</td>
<td>$1,149.32</td>
</tr>
<tr>
<td>FA 105 Renovation</td>
<td>ILE Partial and space renovation</td>
<td>$7,886.65</td>
</tr>
<tr>
<td>Miller Nichols Learning Center</td>
<td>Phase 2 expenses</td>
<td>$305,169.81</td>
</tr>
<tr>
<td>SRC HDMI Cabling</td>
<td>HDMI cabling for laptop connections to LCD monitors</td>
<td>$202.84</td>
</tr>
<tr>
<td>SOE Upgrades</td>
<td>(2) Conference room AV systems</td>
<td>$11,409.95</td>
</tr>
<tr>
<td>Bloch 227 Upgrades</td>
<td>LCD Partial AV system</td>
<td>$4,108.00</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td></td>
<td><strong>$3,181,209.17</strong></td>
</tr>
</tbody>
</table>

## Current Projects

### Implementation Phase

<table>
<thead>
<tr>
<th>Project</th>
<th>Project Details</th>
<th>Est. Lifecycle Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Biology ILE Upgrades</td>
<td>(5) ILE Classrooms</td>
<td>$91,739.41</td>
</tr>
<tr>
<td>ILE Document Camera Upgrades</td>
<td>(90) Tegrity recording capable Doc Cams</td>
<td>$44,584.20</td>
</tr>
<tr>
<td>Pharmacy Program - HSB 5309</td>
<td>SOP Distance education program lifecycle upgrades</td>
<td>$375,837.36</td>
</tr>
<tr>
<td>Pharmacy Program MSU Campus</td>
<td>(3) DE/ILE classrooms, (2) conference rooms, (6) collaboration Systems</td>
<td>$1,260,707.75</td>
</tr>
<tr>
<td>WRP for ILE Classrooms</td>
<td>(9) ILE classrooms, (3) departmental AV systems</td>
<td>$8,940.00</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td></td>
<td><strong>$1,781,808.72</strong></td>
</tr>
</tbody>
</table>

### Design/Planning Phase

<table>
<thead>
<tr>
<th>Project</th>
<th>Project Details</th>
<th>Est. Lifecycle Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Campus IPTV System</td>
<td>UMKC cable/digital signage distribution system</td>
<td>$60,000.00</td>
</tr>
<tr>
<td>Chemistry ILE/AV Upgrades</td>
<td>(7) teaching spaces</td>
<td>$126,000.00</td>
</tr>
<tr>
<td>Cherry Hall 4th Floor</td>
<td>(3) conference rooms and scala digital signage</td>
<td>$52,500.00</td>
</tr>
<tr>
<td>FH ILE/AV Upgrades</td>
<td>(8) teaching spaces</td>
<td>$126,000.00</td>
</tr>
<tr>
<td>Law Digital Signage</td>
<td>Multiple signage displays</td>
<td>$TBD</td>
</tr>
</tbody>
</table>
IS Accomplishment Report   │    July
– December 2013

<table>
<thead>
<tr>
<th>Description</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>LS 1-212 Conference room w/ LCD confidence monitors</td>
<td>$21,050.00</td>
</tr>
<tr>
<td>LS Sat Service Satellite service installation (4 Locations)</td>
<td>$TBD</td>
</tr>
<tr>
<td>SCE 531 Conference Room Full AV system with video conferencing capability</td>
<td>$40,000.00</td>
</tr>
<tr>
<td>MNL Phase 3 Renovations Training room, conference room &amp; digital signage</td>
<td>$87,800.00</td>
</tr>
<tr>
<td>MNL Donor Signage Donor recognition wall</td>
<td>$15,000</td>
</tr>
<tr>
<td>TMM AV Upgrades Conference Room and Auditorium</td>
<td>$30,000</td>
</tr>
<tr>
<td>Total</td>
<td>$558,350.00</td>
</tr>
</tbody>
</table>

- **IT/AV Support Services for Bloch Executive Hall (BEH)**

  - Just prior to this review period, we signed a support agreement with the Bloch School for IS & AV support services for their new building. The new building opened on August 19, 2013. From day one the space was very functional with the exception of a few secondary systems. For the most part, classes were unaffected by technology-related problems. A few classes were adversely affected but we were able to relocate the class to an adjacent classroom or we preemptively moved the class in advance of the start time. Advanced AV/IT systems such as video conference codecs and building-wide video and audio routing came online in early October.

  During this review period, IS full time staff (working out of the new building) hired and trained six student technicians in order to provide support coverage from 6am to 10pm on weekdays as well as for staffing Saturday classes. On a weekly basis, the student technicians have been providing 100-120 hours of direct support to BEH faculty, staff and students. IS staff and BEH student technicians work together to provide immediate support, scheduled training and equipment repair.

  As part of the new building construction, we have a 3 year warranty from SKC who was the AV integrator on this project. They have responded for advanced support, programming changes and equipment replacements as needed.

  Event support has become much more common than initially suspected with 5-6 events weekly ranging in size from 50-800 people usually involving multiple locations throughout the building. Whenever possible, we support events with BEH technical staff, although a few larger events have required the assistance from Bloch Heritage Hall (BHH) technical staff and IS staff.
• Service Transitions
  o Some services previously provided by our Video Services team were migrated to other departments or institutions. These changes include the following:
    ▪ Management of UMKC PEG cable channels has transitioned to other entities during this period. KHEN “Higher Ed” is now managed by UMKC Communication Studies. KCEN “The K-12 channel” is now managed by the Kansas City Missouri Public School District.
    ▪ Video Production and live event coverage services have transitioned to Academic Enhancement (a division of Information Access). Video Services now provides only a consultation and technical support role for the Academic Enhancement group.

• On Demand Video Hosting
  o Video Services (VS) added and provided links to 173 on-demand streaming videos. VS also generated a reasonable estimate for planning purposes regarding how much storage IS may need over a 10 year period. A need to better protect repository links from being shared and a viable software based solution that can be developed by Internal Applications were also identified.

• ILE Training
  o During the fall of 2013 we partnered with Desktop Support, the Call Center and Instructional Technologies to develop and conduct ILE user training sessions for the 70 some faculty that teach in the new Miller Nichols Learning Center. The technology installed in this building differs from typical ILE systems. Training was necessary to help smooth the transition for faculty as they moved from older ILE systems to a newer systems installed in this building. Going forward, sessions like these will be a common occurrence at the beginning of each semester.

• Campus Security RFPs
  o IS is currently working with Procurement and CFM to develop RFPs for a security solution to replace two different security platforms UMKC is currently using. We are working on this
because we don’t have a service contract in place for the current providers. This process will define pricing for system installation and service moving forward. The goal of this process is to lock in a service providers both platforms for enhanced pricing, defined certified contractors and to allow us to develop standard processes for supporting campus security going forward. To date, we have received responses from potential bidders and are working with procurement for follow up sessions to address questions we have for each group.

• Flarsheim Hall ILE Upgrades
  o We are working with the various departments that reside in Flarsheim Hall to perform minor ILE upgrades in 8 different spaces. These spaces range from conference rooms to teaching labs and they all support classes but none of them have standard ILE AV systems. In an effort to provide a consistent experience for faculty and students, minor upgrades to standard ILE platforms in these rooms will improve the faculty and staff experience in Flarsheim Hall. This project will be rolled out over the next year as time allows.

• Biological Sciences ILE Upgrades
  o We are working with Biological Sciences to install basic ILE systems in 5 teaching spaces. Most of these space are large teaching labs that hold 30+ students but that have little to no AV equipment. Minor ILE upgrades in these spaces will enhance the student experience for hundreds of students each semester. We are currently upgrading two of these spaces with plans to work the others in throughout the year as time and resources allow.

Research and Development (Video)

• This review period, Video Services conducted research in support of two key services that we provide: video conferencing and digital video streaming.

Digital Video Streaming Research Events

<table>
<thead>
<tr>
<th>July</th>
<th>August</th>
<th>October</th>
<th>November</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Began on-prem demo of VBrick Portal</td>
<td>• Concluded VBrick Demo • Haivision Video Cloud Webinar</td>
<td>• Consulted Internal Applications on Designing Software to facilitate use of the flash server</td>
<td>• Began testing beta version of Internal Apps management software</td>
</tr>
</tbody>
</table>

These events, combined with more than 30 hours of staff research time, allowed evaluation of more extensive streaming portal solutions. Seeking to provide a portion of the functionality offered by a 3rd party solutions, Internal Applications is developing software that can provide these benefits:
- GUI portal with SSO login to indicate copyright status and generate web links
- Automated file management
- Semi-automated adaptive-bitrate configuration
- Secure SSO login and encrypted URL links to access on demand media

Key findings from the process were that VBrick’s streaming solution does not function properly within UMKC’s network environment due to our data security standards. While desirable, VBrick and Haivision solutions are beyond our budget at this time and a portion of the functionality can be developed in house.

**Video Conferencing Research Events**

**October**
- Demo of Polycom Realpresence desktop conducted

**November**
- Tests with A/V team including BlueJeans, Vidyo and Zoom

**December**
- Feature set matrix created to help evaluate new platforms according to our needs

These activities plus approximately 20 hours of staff research time were conducted to evaluate solutions to connect software videoconferencing platforms with standards-based hardware platforms.
- Blue Jeans networks is dropping support of Skype and Google
- Zoom performs well, but does not connect to other software
- More research is recommended prior to choosing a campus solution
Other Notable Accomplishments

- During the Summer/Fall Semester 2013 utilization of Full ILE classrooms was roughly 28% higher than Non-ILE classrooms.

- Hybrid ILE Classrooms utilization was 20% higher than a Non-ILE classrooms.

- Classroom Technology Services provided maintenance and support for ILE and AV systems on the Volker and Hospital Hill campuses. This includes the new MNLC and BEH buildings. During this period 71% of all support tickets assigned to Classroom Technology Services were resolved within a 24 hour period and 54% were resolved within 1 hour.
Video Services provided maintenance and first-tier technical support for all ILE and AV equipment in the Health Sciences Building. During this period, 72% of all support tickets assigned to Video Services resolved within a 24 hour period. 33% were resolved within 1 hour.

**Ticket Resolution Time**

- 28% of tickets were resolved within 1-24 hours.
- 33% were resolved within a 24 hour period.
- 39% were resolved within less than 24 hours.

We have provided technicians to support ITV Distance Education programs for a number of academic units with a majority of the support load dedicated to the School of Pharmacy and the School of Nursing. This group has supported 1,122 hours of ITV distance learning during this review period.

**Videoconferencing Set Up & Support Hours**

- 77% of hours were spent on supporting ROTC.
- 16% were spent on supporting the Missouri Library Association.
- 2% were spent on supporting the School of Pharmacy.
- 2% were spent on supporting the Institute for Human Development.
- The remaining hours were spent on other support activities.
• We have provided technical support for videoconferencing meetings on the Volker Campus and a portion of the Hospital Hill Campus. During this review period, we set up and supported 302 hours of videoconference meetings. We used a meeting room to provide a fallback distance classroom for the Institute for Human Development while helping troubleshoot their connection problems.

**ITV Distance Education Support Hours**

- School of Pharmacy
- School of Nursing
- Labor Studies
- Comm. Studies

• During this review period, regular system maintenance was completed in all ILE Classrooms.
Support Services

Support Services Key Initiatives

During the past six months Support Services made significant progress on several technology projects. Noteworthy advancements on university-wide projects included an upgrade to ITSM – the ticket tracking system, an upgrade to the student email (O365) system as well as planning for a phased implementation of Forefront Identity Manager in 2014.

On campus, IS worked in partnership with the Bloch School of Management to provide technical support for their new state-of-the-art facility that opened its doors this fall. A second new facility – the Miller Nichols Library Center (MNLC) was also completed in August, 2013. Both new buildings are teeming with beautiful learning spaces and cutting-edge technology that offer new approaches for teaching and learning.

Internally, the support team worked to deliver consistent, high-quality services as well as update key systems, labs and classrooms. Accomplishments included the update of MS SCCM system, a refresh of the software installed in all of the IS student computing labs and the retirement or update of numerous Windows XP systems. Additionally, the support team completed an impressive volume of work this fall as they responded to a burst of customer requests with the start of a new semester. Lastly, in our continuing effort to drive down technology costs for the campus community, Support Services coordinated the annual Provost’s workstation replacement initiative. Additional information about each of these initiatives is detailed in the following accomplishment report.
**ITSM 8.1 upgrade**

This fall, Support Services collaborated with the university-wide ITSM steering and service desk committees to plan, test and upgrade the system from 7.6.04 to 8.1. Upgrades to this system are necessary to take advantage of new features, bug fixes and to stay compliant with BMC’s support agreement. The upgrade was completed in mid-December. Planning for additional functionality within ITSM continues as does the ongoing ITSM training initiatives for new staff.

**New Campus Buildings**

This past fall, the Henry W. Bloch Executive Hall of Entrepreneurship and Innovation and the Miller Nichols Library Center (MNLC) opened their doors to students, faculty and staff. IS worked in partnership with Bloch technology staff to purchase, install, configure and support the new classrooms, signage, labs and conference areas in the Executive Hall. Technicians worked closely with Bloch faculty to ensure the lab and the active learning spaces were configured to meet their needs.

Students were hired and trained on IT support processes. New procedures were developed to support evenings, weekends and special events.

The construction of both of the new buildings was very complex and took longer than anticipated. Technical teams worked around the clock prior to the start of school to install and configure the equipment. Support requests for these new spaces remained relatively high during the first few months, as faculty and staff became familiar with the equipment and remaining installations were completed and tweaked.
**Student Email Upgrades**

UMKC collaborated with UM campuses and Microsoft to plan and coordinate two required updates to Office365. The first upgrade, dubbed Wave 14, was applied early in September and provided the students with a 25 GB mailbox. This change also separated the SkyDrive content to a personal MS account. Planning for the second upgrade – Wave 15 continued throughout the fall months with a completion date scheduled in January, 2014.

**Asset Management Improvements and SCCM Migration**

Microsoft’s SCCM, a key component in our asset management system was migrated from 2007 to 2012R2. This system, along with other custom applications is heavily utilized to manage computing assets and deploy software to campus Windows-based computers. The updated version includes some new features including some new tools for managing Macintosh systems that will be explored in the coming months. In addition to completing the SCCM migration this fall, a large number of custom reports were improved and revised to work with the new system.

**Customer Satisfaction**

Providing UMKC students, faculty and staff with prompt, accurate IT services and support remains the cornerstone of what we do. We continue to look for ways to maximize customer convenience and efficiently solve problems. One of metrics we regularly review is our customer satisfaction rates. We are pleased to report that the customer satisfaction rate for Support Services during the period of July 2013 through December 2013 remains very high as represented in the chart below.

![Support Services - Customer Satisfaction Rates](image-url)
Customer Requests

- Information Services tracks a variety of statistics to measure performance and service requests. Over the last five years, the volume of requests in Support Services has fluctuated some due to efficiencies implemented, proactive communication and better self-help options. Overall the chart demonstrates that the helpdesk is an effective team and the central hub for IT problem resolution or escalation. It also reflects the challenging high volume of support requests that this team handles with the start of each semester.

Call Center

- The Call Center responded to 14,413 support requests, resolving 11,402 requests and escalating 2,321 requests.
- The Call Center’s first-call resolution rate was 79%.
Support requests generated through our online problem report tool increased during this period. This tool allows users to submit requests 24 hours a day, 7 days a week, and the requests are generally addressed during business hours. However, we are able to spot trends in off-hours, when multiple users report on problems with the same services.

- ITSM 8.1 Upgrade and People Administration
  - Continued to update documentation and conduct training sessions for ITSM as necessary
  - Performed People Data modifications as necessary

- Office 365
  - Participated in planning discussions for Live@Edu to Office 365 conversion
  - Created new and redesigned existing UMKC-managed web pages to reflect changes associated with Wave 14 upgrade
  - Developed and implemented new policies surrounding Office 365 password management
• Implemented new Call Center phone tree options for after-hours Bloch support and critical ILE support
• Participated in planning discussions for FIM implementation
• Staffed three New Student Orientation sessions
• Staffed the New Faculty Orientation session
• Participated in three ILE training sessions for faculty in MNLC classrooms
• Worked with Operations and Administration to set up guest accounts for 14 guests
• Worked with Admissions, Registration and Records and various UM IT groups to address SSO account creation and maintenance issues.

Desktop Support

• Responded to and resolved 2,156 Desktop Support requests
• Responded to and resolved 480 Student Assistant Problem Reports
  o We expanded support of additional computer labs across campus. This includes providing images to outside departments to ensure a consistent and stable computing environment for our students. We have also started to manage additional computing sites as our support base continues to expand, including the Bloch Executive Hall (130+ lab/student computers).
We had 13,115 distinct individuals use the public labs and kiosks computing sites between 7/1/2013 and 12/31/2013. This represents a very large percentage of our student base and exemplifies the usefulness and importance of these student computing facilities.

In addition to the physical computer sites we had 1,696 distinct individuals using our Remote Labs over the same time period. This represents a 13% increase over the last reporting period.
Ten Most Popular Remote Apps

<table>
<thead>
<tr>
<th>Title</th>
<th>Instances</th>
</tr>
</thead>
<tbody>
<tr>
<td>MATLAB 2013</td>
<td>2,085</td>
</tr>
<tr>
<td>SPSS 21</td>
<td>1,978</td>
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<tr>
<td>Adobe Acrobat X Pro</td>
<td>716</td>
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<td>Mathcad 15</td>
<td>559</td>
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<tr>
<td>Adobe Photoshop CS5</td>
<td>505</td>
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<tr>
<td>Windows Explorer</td>
<td>479</td>
</tr>
<tr>
<td>Remote Labs File Manager</td>
<td>405</td>
</tr>
<tr>
<td>Adobe Illustrator CS5</td>
<td>374</td>
</tr>
<tr>
<td>Microsoft Visual Studio 2010</td>
<td>366</td>
</tr>
<tr>
<td>Minitab 16</td>
<td>361</td>
</tr>
</tbody>
</table>

- Windows 7 continues to be the standard Windows operating system on the UMKC campus. Desktop Support has worked to replace, remove or upgrade Windows XP and Windows Vista computers during the past year. In the last six months, we removed/updated 92 Windows XP/Windows Vista computers as we get closer to eliminating these out-of-date, and soon unsupported, operating systems.

- Updated Windows 7 Universal images to support new computer models and updated software versions, including Office 2013

- Updated Windows 8.1 Universal images in preparation to fully support this operating system. We have moved the Windows 8.1 Universal image into production in limited cases. We currently have around 70 users of Windows 8/Windows 8.1.

- Expanded use of our Mobile Device Management solution, AirWatch, which allows us to efficiently secure and configure university-owned cell phones and tablet devices. At this time we have over 175 tablets being managed by AirWatch, including several “labs” of iPads. We are currently in the planning stages with UM System campuses to become the host AirWatch campus.
  - Created custom AirWatch profiles for new Pharmacy iPad project
  - Created custom AirWatch profiles for new Bloch iPad project

- Installed and configured many high tech areas in the new Bloch Executive Hall building, including the 32 seat Finance Lab, 15 seat Behavior Lab, 6 Active Learning Classrooms (42 total computers), 6 digital signage stations, 14 study rooms, and 9 ILE classrooms.
• Assisted with Math Expo located in multiple locations around campus
• Assisted with Kauffman Orientation in Royall Hall
• Several major updates for the School of Biology including:
  o Provided on-site technical support
  o Complete overhaul of the SBS 317 computer lab
  o Updated software and OS in SBS 009 computer lab
  o Created new print quota for SBS 317 computer lab using PaperCut
  o Identified 20 computers eligible for the Workstation Replacement Program
• Updated all software on RemoteLabs including Office 2013.
• Created a new RemoteLab for Adobe Creative Cloud
• Imaged over 1,000 lab computers for the Fall 2013 semester
• PaperCut upgraded to 13.3 on several servers
• Tested new Emergency Alert System for campus computers
• Updated PXE Menu to reflect new computer labs and provide more advanced options.
• Created many custom Reports for ITSM, both for IS and UMKC Central.
• Continually updated the following applications across campus to reduce security vulnerabilities and ensure our customers are kept up-to-date.
  o Firefox
  o Flash/Shockwave
  o Adobe Reader/Acrobat
• Workstation Replacement Program:
  o Created and sent 212 departmental inventories
- Answered many questions regarding the WRP process
- Updated WRP to use single source database for Fiscal Officers
- Hired and trained a new Desktop Support Technician

**Tickets Closed by School**

![Pie chart showing tickets closed by school]

- Renewed AppleCare Select support agreement.
- Identified 15 legacy student workstations and liaised with A&S Dean’s Office to secure replacement funds.
- Standardized all departmental Windows lab classrooms in Arts & Sciences and School of Education (125 PCs total) on Windows 7 x64 and Office 2013 for the Fall 2013 semester.
- Conducted in-service on iPad usage and security best practices for School of Education field instructors. Twelve new iPads were configured and deployed to the SOE Charter School for this new initiative.
- Developed new packaging/deployment process for Adobe CS for Mac software tools.
- Provided Department of Economics with a custom lockdown environment in the Urban Research Lab for students taking comprehensive graduate exams.
- Assisted 13 new faculty in Arts & Sciences and the Conservatory with computer hardware/software acquisition and setup.
• Liaised with ISSR and Conservatory to configure JamLink hardware to facilitate a high-quality audio link between Kansas City and Denmark to allow a live performance between musicians in both locations.

![Live music performance between the UMKC Conservatory of Music and Dance and the Struer Music School, Denmark](image)

• Replaced School of Education hallway kiosk PC. This was also a consolidation of two old kiosk stations down to one.

• Liaised with Psychology & ISSR to limit login access to various lab PCs in Cherry Hall.

• Coordinated dormitory staffing on August 16-17 (move-in weekend) to assist incoming students with Wifi support.

• Installed new high-performance large format color printer in AUPD design lab.

• Provisioned file share resources for Arts & Sciences promotion and tenure review committees for Fall 2013 candidates and worked with individual users as needed to ensure access.

• Provided support for Math EXPO event, including software consultation and guest login account provisioning.

• Provided support for School of Computing & Engineering NCATE accreditation review.
  - Loaner laptops imaged and on standby.
  - Two network laser printers made available.
  - Guest login accounts provisioned.
  - Provided onsite technical support on Sunday, October 6 when committee members arrived.

• Began soft deployment of Microsoft Office 2013 to academic units. News was communicated through Deans’ Offices along with advice on software compatibility concerns. Coverage for
academic units was 41% by 12/31/2013, with a planned date of 5/2014 to upgrade remaining legacy Office instances.

- Hired new technical student employee to assist with School of Computing & Engineering support.
- Installed new security hardware in CH 105 lab classroom.
- Welcomed Dr. Michael Kruger as the new Associate Dean with IT oversight for Arts & Sciences.
- Sent one technician to Windows 8 training.
- Consolidated Flarsheim Hall office space to Room 459 and relocated two technicians to 4825 Troost offices.
- Began Arts & Sciences lab hardware inventory refresh (for completion in Q1 2014).
- Identified 63 Windows XP computers for OS upgrade or hardware retirement, as appropriate.
- Reinstalled FA 105 lab hardware after room renovations (to include new security hardware).

- Rewired Environmental Science Lab (Geosciences) for better cable management.
- Deployed OS X 10.8 based custom images to iMac labs [Language Resource Center; Fine Arts 104, 105, 109 (74 machines total)] with DeployStudio.
- **Apple Support**
  - Increased number of Apple Certified technicians from 2 to 3.
  - DeployStudio updated with custom UMKC UI.
  - Bootcamp installer created for deploying our universal Win7 campus image to Apple hardware (for use in special circumstances).
  - Network Login scripts rewritten to work regardless of IP address changes.
  - Created AdminUtils Netboot image, a complete troubleshooting volume with all repair tools, network bootable.
  - **Standard Mac image updates:**
    - OS version upgraded to OS X 10.9 “Mavericks” within a month of its release.
    - Inclusion of System Center Endpoint client.
    - Inclusion of scripts to prevent printer pausing.
    - Ability to image/name/bind to domain/update so that computer is ready for deployment after reboot, requiring no post-config.
    - iLife/iWork apps deployable without iTunes account required for install.
    - Inclusion of scripts for lab machine images to prevent keychain changes due to SSO password changes.
- Created/Updated 105 SCCM packages for Labs, ILE, and campus wide use.
<table>
<thead>
<tr>
<th>Software Name</th>
<th>Version/Build</th>
<th>Additional Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ansys HFSS 15.0.3 x64</td>
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<td>ICF PaperCut Client 13.3</td>
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<td>AQTESOLV 4.5.0</td>
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<td>ICF Respondus LDB Lab Ed. 1.0.5.17</td>
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<td>EndNote X7</td>
<td>ICF Rhinoceros 5.6.31028.18305</td>
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<td>ICF AMD Catalyst 13.9 x64</td>
<td>ICF Tidebreak ClassSpot 4.6.5</td>
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<td>Software 1</td>
<td>Software 2</td>
<td>Software 3</td>
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<td>ICF Gretl 1.9.12</td>
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<td>Adobe Captivate 7.0</td>
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<td>Adobe Creative Cloud</td>
<td>ICF OSD AD Computer Reset Script</td>
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<td>ICF OSD Win7 x64 Holding Package</td>
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</tr>
<tr>
<td>Adobe Web Players</td>
<td>ICF OSD Win7SP1 Unattended</td>
<td></td>
</tr>
</tbody>
</table>
Hardware Procurement

- Purchased over $950,000 worth of IT hardware, including computers, tablets, printers, peripherals and related service warranties
- The distribution of spending over primary vendors:
  - Dell and Apple remain the primary computer vendors, representing nearly 93% of the total hardware spend
    - Expenditures on Dell and Apple are up by a substantial 105% from the previous six-month period
    - This increase is primarily due to the large Workstation Replacement Program (WRP) purchase in this period where Dell and Apple are most visibly highlighted as the standards for campus computing
  - Apple hardware purchases accounted for a little more than 16% of the spending
    - This represents a 38% decrease in percentile spending over the previous period
    - While the popularity of Mac and iOS products continues to be strong in many areas, this may indicate a decline in overall Apple spending and/or increased price sensitivity to the more expensive Apple-branded products

### IT Hardware Procurement: Top Ten Vendors

- Dell: 76.2%
- Apple: 16.4%
- GovConnection: 4.3%
- Logitech: 0.1%
- Amazon: 0.3%
- Xerox: 0.2%
- CDW-G: 0.3%
- UMKC Bookstore: 0.3%
- Secure-It: 0.7%
- Google: 0.8%
Historically, IT spending conforms to a well-known pattern that we see repeated again for the current review period wherein the first-half of the fiscal year sees roughly twice the spending due to WRP and the payment schedule of a few large UM System software contracts:

### IT Procurement Spend by Six-Month Period

<table>
<thead>
<tr>
<th>Vendor</th>
<th>Spending</th>
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<tbody>
<tr>
<td>Dell</td>
<td>$721,703.62</td>
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<tr>
<td>Apple</td>
<td>$155,498.77</td>
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<tr>
<td>GovConnection</td>
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<td>Amazon</td>
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<td>CDW-G</td>
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<td>UMKC Bookstore</td>
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<td>Secure-It</td>
<td>$2,257.92</td>
</tr>
<tr>
<td>Google</td>
<td>$1,225.42</td>
</tr>
</tbody>
</table>
• Workstation Replacement Program
  o Provided pre-order computer inventory analysis and projections
  o Developed hardware funding criteria
  o Worked with vendors to achieve bulk discounts and create numerous standard and specialized quotes from Dell and Apple
  o Placed orders with vendors for 548 computer system requests collected during WRP 2014 at a cost of $509,719.14
  o Communicated with IT Liaisons and fiscal officers about hardware models, ordering, funding eligibility, shipment, tracking and delivery

• Mobile device and wireless service procurement
  o Served as institutional point-of-contact for wireless device procurement processes, including day-to-day activities such as item selection, consultation, device and plan ordering, resolving issues with four (4) primary carriers and coordinating support requests with the IS Desktop Support team
  o Provided information to users and departments affected by the new Cell Phone Policy to assist in their transition to privately-owned plans with wireless carriers of their choice.
  o Provided support to Blackberry Enterprise Server and reduced usage to nil so the server hardware could be retired
  o Activated 29 lines of service on various devices (e.g., cell phones, air cards, hotspots, wireless tablets), including new lines, upgrades, ports and warranty replacements
  o Processed numerous requests for device swaps and wireless plan/features changes
  o Created, published and maintained a website to document purchase recommendations and plan details available to UMKC-owned cell phones

• Other notable activities
  o Provided IT item selection and configuration consultation for 61 distinct departments in response to a myriad of different request scenarios
  o Worked with vendors to create 144 customized price quotes for various and multiple products and configurations
  o Reviewed and provided IT approval for 69 eProcurement orders input by other departments
  o Worked with Procurement and fiscal officers to resolve ten (10) eProcurement budget errors
  o Processed authorized returns for six (6) hardware items
  o Reconciled PCard orders on a monthly basis providing invoice/receipt documentation, MOCode and PeopleSoft account code assignments for 332 individual financial transactions
Instructed the creation of Journal Entry transfers to reallocate funds for two (2) Bookstore orders and one (1) interdepartmental equipment transfer.

Continued building business relationships with a number of primary vendor contacts, most notably Absolute, CDW-G, Verizon, AT&T, Apple, Sprint, Dell, and GovConnection.

Created, published and updated IT Hardware Procurement web pages to provide information on models, configurations and pricing on UMKC standards for computers and networked printers.

Communicated with IT Liaison community regarding changes to hardware procurement, standards and product availability.

**Software Procurement**

- Placed software orders and renewals totaling **$868,695.19**
  - Placed software orders for various departments on ProCard ($117,476.21)
  - Placed software orders and renewals through eProcurement ($289,536.96)
    - Tidebreak - $103,258.00
    - Leepfrog - $90,882.00
    - Hobsons CRM - $71,199.50
    - Infoblox - $10,364.90
    - SafeConnect - $7,259.39
    - Oracle MySQL - $3,670.89
    - Eventus - $2,200.00
    - Miscellaneous - $702.28
  - Processed UMKC’s portion of shared System contracts ($461,682.02)
    - Microsoft Enrollment for Education Solutions - $196,339.64
    - Blackboard - $114,136.00
    - Adobe ETLA & Remote Labs - $96,169.00
    - Wimba - $41,272.84
    - ESRI - $5,000.00
    - Apple OS Support - $4,796.00
    - Mathematica - $3,158.54
    - Minitab - $690.00
    - NVivo - $120.00
- Renewed annual licenses for Bomgar, Learning Objects Campus Pack, ListServ, PaperCut, RedHat, Respondus
- Renewed departmental licenses for ERDAS, MathCAD, Matlab, Qualtrics
- Worked with UM System to complete virtualization agreement for Adobe products in Remote Labs
- Added Maple to Remote Labs
- ISSS Software Database complete
  - Continued to expand coverage of software database
    - Vendors - 291
    - Software Titles – 754
    - License Records – 5,147
  - Historical spending reports now easily available

**Software Purchase Methods**

- $117,476.21
- $289,536.96
- $461,682.02

**Software Purchases by Vendor**

(76 unique vendors)
<table>
<thead>
<tr>
<th>Vendor</th>
<th>Spending</th>
</tr>
</thead>
<tbody>
<tr>
<td>Microsoft</td>
<td>$197,364.64</td>
</tr>
<tr>
<td>Blackboard</td>
<td>$114,136.00</td>
</tr>
<tr>
<td>Tidebreak</td>
<td>$103,258.00</td>
</tr>
<tr>
<td>Adobe</td>
<td>$96,887.66</td>
</tr>
<tr>
<td>Leepfrog</td>
<td>$90,882.00</td>
</tr>
<tr>
<td>Hobson Inc</td>
<td>$71,199.50</td>
</tr>
<tr>
<td>Wimba</td>
<td>$41,272.84</td>
</tr>
<tr>
<td>Learning Objects</td>
<td>$12,730.00</td>
</tr>
<tr>
<td>Infoblox</td>
<td>$10,364.90</td>
</tr>
<tr>
<td>Mathworks</td>
<td>$10,048.58</td>
</tr>
</tbody>
</table>

- Placed hardware orders in support of hardware buyer totaling $72,258.55
- Provided backup for hardware buyer on cell phone purchase and support

**IS SS Procurement Methods**

- Worked with system campuses to increase efficiency through shared services
  - Attended quarterly Standards Committee telepresence meetings
- Represented IS on Campus Sustainability Committee
IS Managed Labs

- Maintained operations in six IS-managed general use student computer labs, twelve restricted access labs, and supplied one associated computer classroom. 9,470 people used these sites during this time:

<table>
<thead>
<tr>
<th>Lab</th>
<th>Individuals</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bloch School of Management 005</td>
<td>836</td>
</tr>
<tr>
<td>Bloch School of Management 110</td>
<td>1,511</td>
</tr>
<tr>
<td>Health Sciences 3304</td>
<td>1,111</td>
</tr>
<tr>
<td>Johnson Hall</td>
<td>436</td>
</tr>
<tr>
<td>Miller Nichols 2nd Floor</td>
<td>2,574</td>
</tr>
<tr>
<td>Oak Place Labs</td>
<td>796</td>
</tr>
<tr>
<td>Royall Hall 303</td>
<td>3,381</td>
</tr>
<tr>
<td>School of Computing and Engineering 364</td>
<td>640</td>
</tr>
<tr>
<td>School of Computing and Engineering 460</td>
<td>743</td>
</tr>
<tr>
<td>School of Computing and Engineering 462</td>
<td>946</td>
</tr>
<tr>
<td>School of Computing and Engineering 463</td>
<td>697</td>
</tr>
<tr>
<td>School of Computing and Engineering 464</td>
<td>883</td>
</tr>
<tr>
<td>School of Education 129</td>
<td>1,991</td>
</tr>
<tr>
<td>Student Union 210</td>
<td>4,022</td>
</tr>
</tbody>
</table>

- Continued to collaborate with various schools and departments to ensure student computing needs are met.
- Worked with CFM to improve lab environments by scheduling deep-cleaning of floors in Bloch School of Management room 110, Royall Hall room 303, and School of Computing and Engineering room 460, 462, 463, and 464 computer labs.
- Created new procedures to further improve lab environments.
• Continued to align lab hours with usage.
• Staffed Miller Nichols Library computer lab for extended hours for Fall semester finals.
• Staffed School of Computing and Engineering labs for extended hours for Fall semester midterms and finals.
• Addressed power outages and flooding issues in various sites.

Miscellaneous Accomplishments

• Worked with Student Affairs to sponsor and host the MS windows Campus Tour event in the Student Center
• Served as UM System’s central point of contact for the Dell TechDirect system. Established new university Dell certification accounts, worked through warranty parts discrepancies, etc.
• Represented UMKC on several University-wide committees:
  o ITSM Steering Committee
  o UM Volume Purchasing Agreement committee
  o UMKC at UM Standards committee
• Organized and chaired monthly IT Liaison meetings
• Coordinated updates and repairs on three department vehicles
• Organized regular meetings with academic IT committees to review technology and support needs
• Coordinated an Apple Computer presentation for the Conservatory
• Worked with SCE to ensure their specialized technology needs were met and then provided IT staff for the weekend ABET accreditation visit.
• Facilitated the Microsoft training event on Windows 8.1 for the IT Liaisons
• Participated in IT strategic planning sessions with UM System campuses
• A new workbench was ordered and built by CFM so that technicians had a more efficient workspace to repair customer computers.
Infrastructure Services

IS PROJECT - INFRASTRUCTURE IMPROVEMENT

Upgrade Building Wiring Infrastructure

We have completed infrastructure upgrades in the Bloch School of Business, Health Sciences building, Union Station, Biological Sciences, Spencer Chemistry, Fine Arts, School of Education, Durwood Soccer Stadium, Johnson Hall, Pershing Place Bld., Student Union, Law School, Miller Nichols Library, Student Success Center, Cherry Street Garage, Block Executive Hall, Miller Nichols Library Learning Center and are currently working on the Medical School. We hope to complete the Medical School upgrade to Category 6 cable over the next year. See page 48 for status chart by building.

Critical Issues

- New cable standards, Category 7 that will support 10 gigabit connections are projected to be out in 2015. New standards have increased the cable size and made cable stiffer. These new cables require larger conduit sizes and longer installation times, which increase cost.

- Copper cable prices have more than doubled in the last 5 years driving up the cost of many of the supplies we use on a daily basis. If this inflation rate continues cost of materials could cause us to slow or stop some installations due to insufficient budget.

- Projections based on Infrastructure Services budget at 2007 or higher levels with no additional projects or funding requirements that would use departmental hard dollars or substantial staff time.

- Projections based on 2007 or higher staff levels. This project would stop or substantially slow down with staff cuts or vacant staff positions for extended periods of time.
VoIP Rollout

We started rolling out voice over IP phones first to all of Information Services and then in the Health Sciences building in 2007. We have now replaced phones in the Administrative Center, Biological Sciences, Bloch School, Bloch Executive Hall, Spencer Chemistry, Cherry Street, Cockeafair Hall, Dental School, Diastole, Durwood Soccer Complex, School of Education, Epperson House, Heating/Cooling Plant, Fine Arts, Flarsheim Hall, General Services Bld., Grant Hall, Haag Hall, Hospital Hill Gym, Katz Bld., Law School, Manheim Hall, Medical School, Miller Nichols Library, Miller Nichols Library Learning Center, Newcomb Hall, Northland Campus, Old Maintenance, Parking Structure Hospital Hill, Performing Arts Center, Purshing Bld. Offices, Repertory Theatre Downtown, Residence Hall Oak Place, Residence Hall Oak Street, Residence Hall Johnson Hall, Royall Hall, Scofield Hall, Student Union, Swinney Recreation Center, Toy and Miniature Museum, Union Station Offices, University House, Center for Behavioral Medicine, 4747 Troost and the 51st Annex. Each person who currently has a campus phone will receive a new IP phone similar in functionality at no charge to the department. See http://www.umkc.edu/is/nt/umkc-phone.asp for more information on phones. See Appendix for buildings with VoIP phones deployed.

Critical Issues

- This project is dependent on both the campus network and each building’s cable plant infrastructure. IP phones require inline power for greatest functionality which requires a Category 5 or higher cable plant. This project would slow if the campus infrastructure project is delayed.
- The campus PBX is 30 years old and a catastrophic failure would require an immediate cutover to IP phones.
- Projections based on Infrastructure Services budget at 2007 or higher levels with no additional projects or funding requirements that would use departmental hard dollars or substantial staff time.
- Projections based on 2007 or higher staff levels. This project would stop or substantially slow down with staff cuts or vacant staff positions for extended periods of time.
Infrastructure & Network New Buildings

UMKC is currently building the Bloch Executive Hall, a new student residence hall on Hospital Hill, expanding the Miller Nichols Library with additional classroom space and remodeling work at the Medical School. These projects require extensive planning, engineering and staff time both before and during the building’s construction. Bringing voice and data systems online when a building is completed requires the efforts of the entire Infrastructure Services department.

Critical Issues

- Additional buildings with additional voice and data equipment put a greater demand on campus resources. Specifically, in Information Services, these increased demands include a need to support an increase in network usage (both wired and wireless) which costs hard dollars to increase, Call Center support, trouble tickets that lead to onsite visits to repair and trouble shoot issues as well as an increased demand for network security. These projects include cost for cable plant and electronics but no additional resources for staff or ongoing maintenance of infrastructure.

- Projections based on Infrastructure Services budget at 2007 or higher levels with no additional projects or funding requirements that would use departmental hard dollars.

- Projections based on 2007 or higher staff levels. Building projects could not make deadlines for building openings with staff cuts or vacant staff positions for extended periods of time.

Shared Services - Network Architecture Engagement

UMKC is actively participating in the system-wide Shared Services Initiative. This initiative includes projects that span multiple campuses designed to cut costs, share resources and even staff when possible. Specific to IS -Infrastructure Services is the Network Architecture Engagement Project. The goal of this project is to enhance the University’s intercampus data network in support of shared services. Cisco has agreed to provide free consulting services in support of this project. A Network Architecture Engagement Committee has been formed with representatives from each campus, the Hospital and MOREnet to work with Cisco to move this project forward.

Critical Issues

- Trying to get agreement across all groups on objectives and outcomes of the committee.

- Funds and staffing to implement the committee’s recommendations

Infrastructure Services Training Program Overview

Infrastructure Services training plan includes a comprehensive array of courses to acquire and keep technicians certified as Belden Cable Installation Professionals. Training also includes a wide range of
courses on University related policies and procedures, safety, telecommunications and copper or fiber optic cable related topics. The BiCSI Registered Communication Distribution Designer (RCDD) on staff must also follow a specific training program throughout the year to maintain his certification credentials. New staff members attend a week long training course followed by a certification test to become a Belden Cable certified installer within their first year of employment. All technicians then attend an update course once every 2 years on the latest in cable and fiber optic technology and installation techniques. All staff members are encouraged to take local courses throughout the year on work related topics when they are available.

Below are samples of some of the certifications maintained by Infrastructure Services personnel.
Individual Infrastructure Services Accomplishments This Period

- Completed VOIP rollout to the Medical School 4th and 5th floors.
- Infrastructure Services staff attended over 195 hours of training during this reporting period.
- Hosted IP phone training classes for several departments.
- Staff member served as the campus building liaison representative.
- Completed over 240 moves, installs and changes on voice jacks, data jacks and phones.
- Designed and planned infrastructure, voice and data networks for the Miller Nichols Library Phase 3 remodel.
- Responded to, solved and closed 217 trouble tickets recorded in ITSM (Remedy).
- Installed over 200 Voice over IP phones.
- Staff member served on the Inter Campus Network Committee.
- Provided construction documents, Division 27 standards for both the Miller Nichols Library Phase 3 remodel and Hospital Hill Residence Hall projects.
- Processed over 2.4 million calls through voice systems.
- Converted Bloch Executive Hall, Miller Nichols Library Learning Annex, 4825 Troost and School of Medicine to Voice over IP phones.
- Marked University buried cable plant locations as required by Missouri Law for One Call services 289 times during this reporting period.
Security

Notable Items

- Implemented new firewall pair on campus network edge. This consolidates edge protection technology, and allows us to switch to add additional redundancy to the protection technologies in use.
- Assisted with Office 365 migration planning
- Continued work on new identity management project
- Continued work on password management tools project
- Implemented new server vulnerability scanning product, related to central audit findings
- Continued work on compliance project
- One staff member completed additional SANS certification
- Assisted with development of Workstation Security standards project
- Upgraded various security servers to new OS versions
- Converted UMKC digital certificates to new UM certificate structure and stronger encryption
Information Access

Introduction

Efforts of the Information Access Division during the period July through December 2013 were notable for the improvements made in measurements of customer response times, despite a steady increase in requests for service. All divisions had singular and combined successes.

**Instructional Design (ID)** ID works with individual instructors and departments across campus incorporating assessment, goals and best practices to provide a sound structure for learning, particularly in the online learning. ID offers certification courses, training and workshops aimed at educating faculty and improving courses for students. A total of 4 courses were certified between June and September 2013 and Instructional Design staff spent over 100 hours in one-on-one sessions with faculty to improve online course design. In the fall of 2013 this group was moved out of IS and now reports to the Vice Provost for Online and Distance Education.

**Instructional Technologies (ITS)** Usage of ITS related tools including Blackboard, Moodle, Tegrity and Wimba increased following the trend of the last few years. ITS continued the rollout of Equella, a Digital Asset Management system and started work on proving WebEx as an option for the campus. Live chat support continues to be a very popular support option both during the regular workday as well as in the evenings.

**Foundation Services (FS)** FS provides secure, professionally managed data centers to meet the growing information technology (IT) needs of academic and administrative units at UMKC. FS upgraded the campus virtual server infrastructure and now provides the UM system infrastructure for the shared service initiative on Remedy Help Desk (ITSM). FS added forty new virtual servers and supported 600 plus support tickets.

**Internal Applications (IA)** Internal Applications worked on large projects for a number of colleges and schools and performed semi-annual account cleanup processes. IA worked on approximately 75 individual software and design projects. The database administration team has added multiple management agents including Oracle Grid control to optimize and increase performance of MySQL, Oracle and SQL server databases. In the fall of 2013 we added enterprise level support for MySQL databases as an option for campus users.

**Academic Enhancement (AE)** AE continues to provide academic support for instructors providing supplemental material for courses. In the past six months the group produced many live streaming events distributed to thousands of customers across the world. AE worked with over 12 different academic units or support departments in the past six months on multiple content format projects.
Instructional Design (ID) Accomplishments

The UMKC Instructional Design group has focused on offering training sessions in best practices related to online courses. ID works with individual departments to incorporate assessment, goals, and best practices to provide a sound structure for online learning. ID is also certifying online courses for quality under supervision from the Provost office. ID is offering certification of online instructors who have the opportunity to experience an online course from the perspective of a student while studying techniques to communicate effectively with this type of learner.

ePortfolios

- During the fall of 2013 ITS staff assisted the School of Dentistry with a complete reformation of their portfolio structure and grading schema for three of their existing portfolios. In addition, the school also added one new group for the pre-doctoral students:
  1. BS Dental Hygiene Degree Completion
  2. Dental Hygiene MA
  3. BS Dental Hygiene Clinical Entry Program
  4. Predoctoral (New)
- The School of Nursing is working with ITS staffs in discussion of building their portfolios.
- Foliotek enrollment from the period of 07/01/2013 to 12/31/2013:
  1. Continued successful usage by the History and Dental Hygiene departments
  2. 296 active School of Dentistry accounts
  3. 129 active History Department accounts

Program Breakdown

Arts and Sciences

<table>
<thead>
<tr>
<th>Program</th>
<th>Number of Active Students 12/31/2013</th>
</tr>
</thead>
<tbody>
<tr>
<td>History BA students</td>
<td>98</td>
</tr>
<tr>
<td>History MA students</td>
<td>31</td>
</tr>
</tbody>
</table>
School of Dentistry

Program                  | Number of Active Students 12/31/2013
-------------------------|------------------------------------------
BSDH Clinical Entry      | 175                                      
BSDH Degree Completion   | 10                                       
Predoctoral              | 111                                      

Course Certifications
A total of 4 courses were certified between 07/01/2013 and 09/30/2013.

<table>
<thead>
<tr>
<th>Program</th>
<th>Course Number</th>
<th>Course Name</th>
<th>Faculty Developers</th>
<th>System Funded?</th>
<th>Date Certified</th>
</tr>
</thead>
<tbody>
<tr>
<td>BLA</td>
<td>CJC 260</td>
<td>Principles and Practice of Criminal Courts</td>
<td>Jessica Hodge, Lindsey Arbuthnot</td>
<td>Yes</td>
<td>9/3/2013</td>
</tr>
<tr>
<td>BLA</td>
<td>FRN-LNG 180A</td>
<td>Beginning Spanish</td>
<td>Kelley Young</td>
<td>Yes</td>
<td>9/4/2013</td>
</tr>
<tr>
<td>BLA</td>
<td>WS 201</td>
<td>Introduction to Women’s and Gender Studies</td>
<td>Crystal Doss, Henri Wood</td>
<td>Yes</td>
<td>9/25/2013</td>
</tr>
<tr>
<td>Dental Hygiene BA</td>
<td>DH 4080</td>
<td>Introduction to Research Methodologies</td>
<td>Lorie Holt</td>
<td>No</td>
<td>9/26/2013</td>
</tr>
</tbody>
</table>

Faculty Workshops
- A series of workshops entitled “Build Your Online Course” are designed to assist faculty in developing online courses so that they meet the UMKC Online Course Design Standards. A total of 7 faculty members took this course (offered once) between July and September 2013.
- Other workshops designed and offered by the staff of the Instructional Design department:
  - Using Rubrics to Make Assessment More Efficient (offered twice with 7 attendees)
  - Getting Started with Microsoft Skydrive (offered once with 4 attendees)
  - Calibrated Peer Assessment (offered once with 5 attendees)
  - Creating Peer Assessments with Turnitin (offered once with 2 attendees)
- Using Rubrics to Grade the Gen Ed Written Assignments (offered twice with 33 attendees)
- Recording and Scoring Oral Speeches with Rubrics in Blackboard (offered twice with 27 attendees)
- Build Your Online Course with Moodle for Truman Med Ctr. (offered once with 15 attendees)

One on One Instructional Design Support

One-on-one instructional design meetings: From July – September 2013, a total of 66 UMKC faculty members met with the Instructional Design team as they created their online courses. Total combined time for all of these sessions was 104 hours (see chart below for number of faculty and hours per month spent on this activity).
Instructional Technologies (ITS) Accomplishments

Blackboard Help Center

- Enhanced student assistant training, along with regular review and self-learning on relevant technology topics, resulted in a 90% tier 1 or 2 ticket resolution rate.
- The group initiated and collaborated with Internal Applications Department to improve user interface and functionality of the Blackboard User Request System.
- Operation hours remain from 7AM to 10PM on Mondays, Tuesdays, Thursdays and Sundays (6pm to 10pm only) with the Live Chat tool.
- Customer feedback was largely positive.

Blackboard Usage Data

Total FS2013 courses: 7,685
FS2013 courses with Blackboard Assignments: 453
FS2013 courses with Turnitin Assignments: 185
FS2013 courses with Announcements: 1,117
FS2013 courses with Rubrics: 140

ITS Chat Statistics

For the second half of 2013 there were 1,274 chats. 77% of those chats were during regular office hours. The same period in 2012 had 1,190 chats with 75% of the chats being during regular office hours.

Chat Usage July - December 2013
UMKC WordPress

The Instructional Technology Services team took over the support of the UMKC WordPress application. The ITS team coordinates with both Foundation Services and Internal Applications when a UMKC WordPress site is requested. Consumers have a choice of having their site created in a managed environment (where a limited number of customizable options are offered) or an individual instance of WordPress. In the individual instance, the customer has complete creative control over the site.

The ITS team coordinates with Foundation Services when a UMKC WordPress site is requested. During this period all multi-site instances (where a limited number of customizable options were offered) were converted to single site instances giving customers complete creative control over their site.
### Wimba

Wimba is the legacy live audio-video communication tool that is embedded into Blackboard and Moodle. UMKC is currently supporting the use of Wimba and Blackboard Collaborate. In the Fall of 2014, UMKC will switch to Blackboard Collaborate only.

<table>
<thead>
<tr>
<th>WIMBA VOICE</th>
<th>01/13-06/13</th>
<th>07/13-/12/13</th>
<th>Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Presentations</td>
<td>6</td>
<td>41</td>
<td>+583%</td>
</tr>
<tr>
<td>Board</td>
<td>73</td>
<td>81</td>
<td>+11%</td>
</tr>
<tr>
<td>Podcaster</td>
<td>20</td>
<td>24</td>
<td>+20%</td>
</tr>
<tr>
<td>Email</td>
<td>18</td>
<td>25</td>
<td>+38%</td>
</tr>
<tr>
<td>Authoring</td>
<td>32</td>
<td>45</td>
<td>+41%</td>
</tr>
<tr>
<td><strong>GRAND TOTAL</strong></td>
<td><strong>149</strong></td>
<td><strong>216</strong></td>
<td>+45%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>WIMBA CLASSROOM</th>
<th>01/13-06/13</th>
<th>07/13-/12/13</th>
<th>Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rooms</td>
<td>1125</td>
<td>1131</td>
<td>+0.5%</td>
</tr>
<tr>
<td>Users</td>
<td>33360</td>
<td>33154</td>
<td>-0.6%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>WIMBA PRONTO   (accumulated)</th>
<th>01/13-06/13</th>
<th>07/13-/12/13</th>
<th>Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Users</td>
<td>31110</td>
<td>31110</td>
<td>-</td>
</tr>
<tr>
<td>Courses</td>
<td>39647</td>
<td>31006</td>
<td>-21%</td>
</tr>
</tbody>
</table>
## CAMPUS PACK

**CAMPUS PACK TRENDS**

<table>
<thead>
<tr>
<th></th>
<th>06/13</th>
<th>12/13</th>
<th>Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Content in Courses</td>
<td>82077</td>
<td>96854</td>
<td>+18%</td>
</tr>
<tr>
<td>Content in PLS</td>
<td>37146</td>
<td>37264</td>
<td>+3%</td>
</tr>
<tr>
<td>Content in Group Spaces</td>
<td>4405</td>
<td>5133</td>
<td>+17%</td>
</tr>
<tr>
<td><strong>GRAND TOTAL</strong></td>
<td>123628</td>
<td>139251</td>
<td>+13%</td>
</tr>
</tbody>
</table>

### Overall Usage Trends by Month

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Content In Course</td>
<td>83,781 (+3%)</td>
<td>86,973 (+4%)</td>
<td>90,731 (+4%)</td>
<td>92,877 (+2%)</td>
<td>95,184 (+2%)</td>
<td>96,850 (+1%)</td>
</tr>
<tr>
<td>Content in PLS</td>
<td>37,154</td>
<td>37,234 (+2%)</td>
<td>37,239</td>
<td>37,254</td>
<td>37,264</td>
<td>37,264</td>
</tr>
<tr>
<td>Content in Group Spaces</td>
<td>4,417 (4%)</td>
<td>4,627 (+4%)</td>
<td>4,811 (+3%)</td>
<td>4,856</td>
<td>4,900</td>
<td>5,133 (+4%)</td>
</tr>
<tr>
<td>Data Transfer (monthly)</td>
<td>2.71 GB</td>
<td>2.38 GB (-11%)</td>
<td>4.67 GB (+96%)</td>
<td>2.67 GB (-42%)</td>
<td>2.86 GB (+7%)</td>
<td>1.88 GB (-34%)</td>
</tr>
<tr>
<td>Storage Quota Used (total)</td>
<td>29.22 GB</td>
<td>31.72 GB (+8%)</td>
<td>32.53 GB (+2%)</td>
<td>33.29 GB (+2%)</td>
<td>34.51 GB (+3%)</td>
<td>35.02 GB (+1%)</td>
</tr>
<tr>
<td>Peak Active Weekly Users</td>
<td>280</td>
<td>632 (+125%)</td>
<td>723 (+14%)</td>
<td>654 (-9%)</td>
<td>603 (-7%)</td>
<td>603</td>
</tr>
</tbody>
</table>

### TURNING TECHNOLOGIES (CLICKERS)

*(All numbers are accumulated)*

- 77 instructors used, or are using, or expressed interest in the technology.
• 28 Instructors used ResponseWare (Mobile devices).
• 4,774 student registration (handheld clickers or/and mobile devices).
• 69 (50%+) ILS Classrooms TT enabled.
• Software Version in ILE classroom 5.2.1

Support Issues by Application (Remedy Tickets)

<table>
<thead>
<tr>
<th></th>
<th>01/13-06/13</th>
<th>07/13-12/13</th>
<th>Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>CampusPack</td>
<td>38</td>
<td>17</td>
<td>-55%</td>
</tr>
<tr>
<td>Clickers</td>
<td>15</td>
<td>19</td>
<td>+27%</td>
</tr>
<tr>
<td>Wimba</td>
<td>52</td>
<td>29</td>
<td>-44%</td>
</tr>
</tbody>
</table>

Listserv

Usage

<table>
<thead>
<tr>
<th>Term</th>
<th>Lists</th>
<th>Subscribers</th>
<th>Postings</th>
<th>Emails Sent (millions)</th>
</tr>
</thead>
<tbody>
<tr>
<td>SP 2014</td>
<td>486</td>
<td>218,567</td>
<td>15,123</td>
<td>5,376,877</td>
</tr>
</tbody>
</table>

Maestro

• Active accounts: 21
• Tracking Events: 410,117
• Directly distributed Recipients: 1,113,787

Moodle

• Active course sites plus organizations: 85

SharePoint

• UMKC has 449 sites running for faculty, staff and research purposes.
• Total unique users: 2,413

Tegrity

Tegrity is one of the most popular teaching tool for UMKC faculties. Faculty members like Tegrity as it is easy to use and integrate well with their course content. The healthy numbers reflect that trend. Students love the features that it offers like robust app that allows them to connect with Tegrity from various type of devices. Over the years we have seen a trend to stream more and stream less downloads emerging.
Recording views and recordings from July-2013 to January 2014

<table>
<thead>
<tr>
<th>Times Viewed</th>
<th>Viewing Duration</th>
<th>Number of Recordings</th>
<th>Recording Duration</th>
</tr>
</thead>
<tbody>
<tr>
<td>143,428</td>
<td>63,798:46:00</td>
<td>3,899</td>
<td>3,020:57:00</td>
</tr>
</tbody>
</table>

Downloads from July-2013 to January 2014

<table>
<thead>
<tr>
<th>Podcast Downloads</th>
<th>MP3 Downloads</th>
<th>M4V Downloads</th>
<th>Recording Downloads</th>
</tr>
</thead>
<tbody>
<tr>
<td>59</td>
<td>121</td>
<td>160</td>
<td>509</td>
</tr>
</tbody>
</table>

Foundation Services Accomplishments

Foundation Services (FS) provides secure, professionally managed data centers to meet the growing information technology (IT) needs of academic and administrative units at UMKC. FS upgraded our primary storage, backup software, storage area network, and provided technical expertise for the upgrade of the Remedy Help Desk (ITSM) system. FS continued to virtualize physical systems, and served as the primary system administrators for 400+ servers as well as provided assistance and technical support for campus IT Liaisons.

Storage/SAN/Backup

- Our primary backup product (Simpana by CommVault) was upgraded to version 10 with SSD deduplication, increasing our backup reliability and allowing us to complete backups more quickly.
- Performed hardware and software upgrades to primary (Compellent) storage to improve performance.
- Implemented Dell Force10 switches at our DR site (NH) to segregate iSCSI traffic and provide more 10GbE uplinks

ITSM

- As part of a UM System shared initiative, Foundation Services hosted the ITSM infrastructure and exceeded the goal of 99.9% uptime as well as providing technical expertise during the planning and implementation of the ITSM 8.1 upgrade.

Server Virtualization

- Provisioned approximately 40 new virtual servers.
- Foundation Services continued to target physical server infrastructure for virtualization by working with IT Liaisons to retire aging hardware.
Miscellaneous

- Performed major Active Directory cleanup to retire old objects and segregate the server infrastructure from the workstation infrastructure to increase security.
- Migrated WordPress multi-user blogs to single sites, increasing reliability and customization options for users.
- Foundation Services remedied and closed 603 Remedy tickets. Ticket completion times are consistently faster than standard expected response times.

Internal Applications Accomplishments

Database Server Design, Implementation & Administration:

- Assisted the School of Medicine with their database programmer interviews.
- Set up an Oracle package and associated queries for the Law School's MyLaw data load process.
- Set up an Oracle package and associated queries for the Registrar's Office Math scores data load process from Blackboard.
- Worked with Foundation Services to set up their Oracle backend for their vCenter upgrade.
- Worked with IS Support Services to migrate the SQL Server database that is used by the Biological Sciences GATS application to SQL Server 2008. Also updated all of the links to the server tables in their client application.
- Set up a new Windows based MySQL server with the intention of migration all our MySQL databases to this new server.
- Set up auditing on SQL Server, Oracle and MySQL boxes.
- Set up scripts to allow automatic copying of Grasp data from prod to dev.

Software Design and Development:

- Implemented a new iOS and Android mobile app for the Student Union. Also implemented a site and multiple webservice for the same.
- Set up an eCommerce site for the SI Conference.
- Launched the RooWriter website and implemented multiple enhancements since launch.
- Developed a responsive template prototype for the IS website.
• Implemented an appointment scheduler application for the Bloch School that automatically reads the end user’s Outlook calendar and adjusts their availability for appointments on a website.

• Implemented a Research Resources website for the University of Missouri system.

• Implemented a wellness app for the School of Medicine.

• Miscellaneous bug fixes and user interface improvements to the UMKC mobile app (Android).

• Began work on a mobile app for the Cashier’s Office.

• Developed an information request form for the Bloch School.

• Rolled out a new SIS integration process for Blackboard and worked with the ITS team to make multiple bug fixes.

• Implemented a new site for retiree and alumni mailbox requests.

• Made some edits and enhancements to the Innovation Center’s eCommerce page.

• Updated code for multiple distribution list population scripts in conjunction with Foundation Services.

• Worked with International Academic Programs to begin work on their rollout of Studio Abroad - We are providing the automated data feed for this project.

• Multiple enhancements to the School of Dentistry’s Career Opportunity Center.

• Multiple enhancements and bug fixes to the School of Biological Sciences website.

• Developed a tuition assistance form for the HSCP program.

• Edits and enhancements to the School of Education eCommerce form.

• Worked on edits to the New Letters eCommerce form.

• Worked with IS Video Services to implement multiple enhancements on the Streaming Server Manager.

• Implemented a RegOnline based eCommerce for the Bloch GCEC event.

• Migrated the Commencement website from VB.Net and Coldfusion and implemented a new user interface for the same.

• Implemented a new ordering site for Information Services.
- Multiple edits and enhancements for UFirst.
- Implemented a mentorship sign-up form for the Bloch School.
- Set up a script to retrieve pictures for IS employees from CBORD for use in Outlook.
- Made updates to the Library’s Online Donation page.
- Development a quiz/car picker tool for the School of Nursing.
- Set up multiple RegOnline based eCommerce forms for the KC Stem Alliance.
- Worked with the UM eCommerce team to test the new real time payment notification server.
- Made multiple edits to the Admissions Admit Letters site.
- Began implementation of the On-Track/Off-Track application.
- Consulted with MComm to clean up the UMKC header and footer styles so they work with third-party frameworks.
- Edits, enhancements and bug fixes to the Communiversity site.
- Implemented a new evaluation report generator that converts data from our scanning machine into readable reports.
- Resolved an issue related to the automated Blackboard gradebook export.
- Made multiple updates to the Career Services Android mobile app.
- Generated customized evaluation reports for Arts & Sciences.
- Made edits to the Dental School’s student scheduling request site.
- Lead transition of Grip, Grasp, Grade & ISAO eServices code maintenance from SBS staff member Jakob Waterborg to cross-campus IS-Student Affairs team.
- Multiple enhancements & bug fixes made on the Grip, Grasp, Grade & ISAO eServices sites.
- Implemented a new mobile app called UMKC Attendance on the iOS and Android platforms. The app allows instructors to collect student attendance by having students check-in on their mobile device.
- Enhancements to the SBS Survey site.
- Updated the Starfish data load scripts for version 5.
• Made enhancements to Kasey Kudos website.
• Converted the streaming server copyright form into a web application.
• Set up a web form for the Women and Graduate Studies program.
• Began work on a virtual tour mobile app for UMKC. The app will use webservices and a text-to-speech engine.
• Began work on a mobile app for Information Services and a set of associated web services for the same.
• Implemented an enhancement on the Exit Exams website to allow students admitted to a new Health Science program to enroll in exit exams.
• Implemented an eCommerce site for Bookmark Press.
• Implemented a course/class fee request form and manual department credit form for student fees for the Cashier’s Office.
• Assumed responsibility of the IS Labs Automated Shift Tracking system and performed an evaluation of existing code base.
• Developed an IS Directory project for internal use.
• Set up automated scripts for AIMS to CBORD extract.

Software Administration

• Catalog Navigator
  o Generated the html exports for the 2012-13 and 2013-14 version of the catalog.
  o Installed the 6.2.10 upgrade.
  o Updated TOC links on CAS pages of catalog.
  o Imported new courses
• HR Termination Report and Exchange mailbox deletion processing - Weekly processing of deletion notices to faculty, staff and students who are no longer eligible for a mailbox on the Exchange server.
• Began work to transition from Catalog Navigator to CourseLeaf
  o Generated faculty exports.

Documentation/Version Control:
• Created ERDs & a data model for the On-Track/Off-Track project.

Miscellaneous
• Assisted with exam proctoring in the IS Testing Center.
• Ran Fall 2013 Exchange Mailbox cleanup process.

Scanning Services
Miscellaneous
• Evaluated Scantron’s Class Climate course evaluation software.
• Implemented a list serv to allow customers an easy way to subscribe to notifications in relation to holiday closings and service outages.
• Researched optical scanning set up at other UM campuses and created a report for the same.

Scanning Services provided during this period include
• Total exams scanned: 829
• Total surveys scanned: 3
• Total evaluations scanned: 17,908 in 14 scan requests.

Exam Scans By School
• College of Arts and Sciences: 362
• Henry W. Bloch School of Management: 227
• Conservatory of Music and Dance: 4
• School of Law: 23
• School of Pharmacy: 64
• School of Biological Sciences: 140
• School of Computing and Engineering: 1
• School of Education: 8
• Total Exams Scanned: 829

Evaluations Scan Requests by School
• School of Computing and Engineering: 1
• College of Arts and Sciences: 4
• School of Law: 6
• Henry W. Bloch School of Management: 2
• University College: 1
• Total Evaluation Scan Requests: 14

Academic Enhancement Accomplishments

• Scott attended Siggraph conference
• Consulted with Marr Sound Archives on equipment and procedures
• FaCET Event coverage- keynote speaker
• Completed AVID ISIS install and upgrade
• UMKC-TED event coverage
• Trained to maintain/take over all live streaming
• Learned new applications included in the Adobe Production Premium Suite
• Attended Scala campus group meeting
• Mary Lou farm videos
• Shot, streamed and produced DVDs for 2013 mid-term commencements
• Shot and streamed 2013 summer commencements
• Shot/produced IT conference videos
• Produced DVDs for the Alumni Awards
• Produced Mary Daly video for Alumni Awards

Bloch School

• Consulted on graphics for their video wall
• Produced BEH Grand Opening animation
• Produced Henry Bloch video
• Shot and streamed EOY event
• Produced EOY DVDs for distribution
• Produced EOY video
• Tested streaming video system
• Produced BEH Grand Opening and stream event
• Produced Dean Tan EOY speech
• Produced Dean Tan EOY speech DVD
• Produced Lewis White Event program
• Produced/streamed “Million Cups” event
• Produced Million Cups DVD for distribution
• Produced Venture Creation Challenge promo DVD

School of Arts & Sciences
• Produced “Spanish Grammar” pilot program
• Event coverage for Art & Art History “Sketchbook” program
• Produced Herbert Blummer DVD from tape

Conservatory
• Consult/Record Voice demo-edit and upload to YouTube
• Produced Sammy Nestico graphics for pre-produced video
• Produced Aria DVD for distribution
• Produced Video/GRFX/PPT show for Jazz Group
• Edited and produced Music Performance and uploaded to website for Jane Solose
• Produced graphics for JAZZ BBQ
• Produced Aria DVDs for distribution
• Produced Zoot Suit Riot DVD
• Re-produced Finale/Circus Maximus DVD for Steven Davis

School of Nursing
• Event coverage
• Produced Dean’s “Welcome Video” for nursing students
• Gave presentation to SON on our capabilities

Athletic Department
• Consult and help test HD streaming gear for stadium games
• Shot green screen tests for Sports Features intro
• Helped produce 11 features for AD’s website
• 11+ locations shoots for Athletic Department

School of Education
• Shot/reshot/edited produced “Positive Connections” PSA
• Produced Positive connections DVD for distribution
• Produced “Emancipation Proclamation” program and recorded event
• Produced “Emancipation Proclamation” animation loop for presentation at live event

School of Law
• DVD Production

Linda Hall Library
• Post production of Kevin Nunnick Lecture Series

School of Dentistry
• Event coverage- White Coat Ceremony/DVD
Data Warehouse

Introduction

The UMKC Data Warehouse supports the campus by providing a one-stop shop for data and numbers regarding campus activities. Working with the Offices of Records and Registration, Human Resources, Admissions and the Division of Advancement Services; the UMKC Data Warehouse provides reporting services to the campus.

Data Requests Processed

The UMKC Data Warehouse provides a number of self-service, online reporting tools to allow users to retrieve information about UMKC. However, not every request can be met this way; thus we allow users to submit ad-hoc requests to our office. Below is a chart detailing the number of requests we have completed.

<table>
<thead>
<tr>
<th>Request Area</th>
<th># of Requests Completed</th>
<th>Average Feedback</th>
<th>Average Turnaround Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Student Records</td>
<td>222</td>
<td>3.9 / 4.0 (N=20)</td>
<td>4.9 days</td>
</tr>
<tr>
<td>Admissions</td>
<td>40</td>
<td>3.5 / 4.0 (N=6)</td>
<td>6.5 days</td>
</tr>
<tr>
<td>Human Resources</td>
<td>16</td>
<td>4.0 / 4.0 (N=3)</td>
<td>7.7 days</td>
</tr>
<tr>
<td>Advancement Services</td>
<td>399</td>
<td>4.0 / 4.0 (N=1)</td>
<td>3.7 days</td>
</tr>
</tbody>
</table>

Completed Projects

Below is a listing of major projects that the UMKC Data Warehouse completed during the timeframe.

- Fall Semester 2013 Census Process and Reporting
- Summer Semester 2013 Degree Review and AY2013 Reporting
- Summer Semester 2013 degree load for Advancement Services
- Intelligent Mail Barcode (IMB) adoption for Alumni mailings
- Fall 2013 Perspectives Mailing for Alumni Services
- 2013 Voluntary Support of Education (VSE) submission

External Surveys Completed

On behalf of the campus and various schools/departments, the UMKC Data Warehouse completes a variety of surveys from third-party organizations. These surveys vary in length and time, some requiring
vast amounts of time, so are simpler. Below is a listing of surveys that we completed during the timeframe.

- IPEDS Institutional Characteristics Survey
- Bloomberg Business School Survey
- US News – Best Schools of Engineering Survey
- US News – Best Schools of Education Survey
- US News – Best Schools of Business Survey
- Business Journal Top Area Colleges & Universities
- Business Journal Top Area MBA Programs
- Business Journal Top Area Public Employees Survey
- IPEDS Institutional Characteristics Survey
- Bloomberg Business School Survey
- US News – Best Schools of Engineering Survey
- US News – Best Schools of Education Survey
- US News – Best Schools of Business Survey
- Business Journal Top Area Colleges & Universities
- Business Journal Top Area MBA Programs
- Business Journal Top Area Public Employees Survey
- CUPA-HR National Faculty Salaries Survey
- College Board Annual Survey of Colleges
- Oklahoma State University (OSU) Faculty Salary Survey
- National Association of Schools of Music Annual Survey
- National Association of Schools of Dance Annual Survey
- National Association of Schools of Theatre Annual Survey
- ST. Louis Magazine Survey of Colleges
- Modern Language Institute (MLA) 2013 Fall Survey
- EDUCAUSE Campus Computing Survey